From:	s22
To:	s22 EDWARDS, Caroline
Cc:	HealthCommunications; Corona Comms; Grieve, Jodie; KEYS, Daniel
Subject:	RE: For clearance: app media release V2 [SEC=OFFICIAL]
Date:	Friday, 24 April 2020 3:44:31 PM
Attachments:	Joint COVID-19 app media release and TPs JG.docx
	image001.png
	image002.png

Hi s22

Please find attached Caroline's edits.

Could you please advise if there are further changes from the department – would probably prefer to use the attached words.

Can you also confirm with Daniel the sentence about the app needing to remain open, I think we should remove regardless.

Please keep us posted on any changes/developments.

Thanks,

s22

Chief of Staff | Office of the Secretary
Australian Government Department of Health
s22

The Department of Health acknowledges the Traditional Custodians of Australia and their continued connection to land, sea and community. We pay our respects to all Elders past and present.

From: s22

Sent: Friday, 24 April 2020 3:06 PM

To: EDWARDS, Caroline ; s22

Cc: HealthCommunications ; Corona Comms ; Grieve, Jodie

Subject: For clearance: app media release V2 [SEC=OFFICIAL]

Caroline,

Hi there. Please find attached a draft media release for the launch of the coronavirus app.

s22   in the MO would like us to send it up asap.

Can you please clear this, noting it is still being cleared through our policy areas and is subject to change?

I can put that caveat on the release when it goes up to James.

Kind regards,

s22

Acting Director – Health Communication
Communication and Change Branch | People, Communication and Parliamentary Division
Australian Government Department of Health
s22
PO Box 9848, Canberra ACT 2601
Level 3 Sirius Building North, Furze St. Woden ACT
The Department of Health acknowledges the traditional owners of country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to elders both past and present.

DRAFT MEDIA RELEASE

Date

**JOINT STATEMENT BY
THE PRIME MINISTER, SCOTT MORRISON
THE MINISTER FOR HEALTH, GREG HUNT
THE MINISTER FOR GOVERNMENT SERVICES, STUART ROBERT**

COVID-19: NEW APP TO SLOW THE SPREAD

The Australian Government today launches the new coronavirus contact app, COVIDSafe. The app is an extra tool helping us contain the spread of coronavirus, allowing us to have increased confidence as we move to ease ~~sooner~~ some of the restrictions that have kept us safe.

This important public health initiative uses technology to automate and improve what state and territory health authorities already do manually. COVIDSafe will speed up the process of finding people who have been in close contact with someone diagnosed with coronavirus, quickly stopping further spread of the virus.

"I urge Australians to download COVIDSafe so health authorities can contact you quickly to let you know if you've been exposed to COVID-19," Prime Minister Scott Morrison said. "This simple step will protect your family and friends. It will save lives.

"Australians' response to this pandemic has been magnificent. This app is another ~~chance~~ way for us to work together as a community to slow the spread of the virus. Clearly the more people who use it, the faster our 'disease detectives' can contact people who may have been exposed."

As a person goes about their daily business, the COVIDSafe app looks for other users who also have the app installed. ~~It is automatically triggered~~A 'digital handshake' occurs between phones when a person comes into close contact with other app users – within 1.5 metres of each other for 15 minutes.

The app securely logs this 'digital handshake', exchanging the users' encrypted codes and taking note of the time and duration of contact. All information collected by the app is encrypted and stored in the app on the user's phone. No one, n~~N~~ot even the user can access it. [NG1]

The app only records close contacts. It does not record an individual's location or movements.

No information is disclosed or able to be accessed unless and until a person is diagnosed with COVID 19. Then only the relevant public health officials will have access to information and only to the phone numbers of close contacts.

Heath Minister Greg Hunt said that if someone tests positive for coronavirus, state and territory health officers ~~authorities are~~can ~~able to~~ use the inforamation ~~data from~~

~~their phone~~ to quickly contact people who may have been exposed. "It helps them find you so you can quarantine yourself or get treated much faster, protecting your family and friends from possible infection, and slowing the spread of the virus," he said.

"COVIDSafe is set to be a major tool in streamlining the process of identifying contacts after a person tests positive for coronavirus. Without this technology, we have to rely on people being able to remember who they have been around, and being able to provide contact details for those people."

Government Services Minister Stuart Robert said the app will be completely voluntary to download and use. "Only state and territory health officials will use the <u>information</u>~~data in the app,~~. " he said.

"The Commonwealth Government will have no access to the <u>information</u>~~data~~."

COVIDSafe only keeps contact information in the user's phone for 21 days. This covers the maximum incubation period for the virus and time it takes for someone to be tested for COVID-19. If someone is diagnosed with the virus, their app will continue to run for a further 14 days to ensure any additional close contacts during this time ~~are~~ <u>can be</u> identified.

Prime Minister Morrison said the app is "solely about health – and, specifically, COVID-19. "It only records close contacts and does not record an individual's location or movements. ~~If the user has no close contacts, there is no record of where the user has been.~~

~~"The app cannot be used for law enforcement purposes or to enforce any quarantine restrictions.~~

"Its <u>sole</u> purpose is ~~solely~~ to enable our 'disease detectives' to connect with people who may be at risk of coronavirus more quickly, so they take action, such as quarantine or seeking medical advice.

"Once the coronavirus pandemic is over, and Australia no longer needs the app, the app and the information on it will be deleted permanently. No virus, no app."

TALKING POINTS

- Australians have rapidly made the necessary changes to help slow the spread of coronavirus. Our efforts are working and providing precious time to prepare our community and health system for any outbreaks.

- The next few weeks are a crucial time in Australia's battle against coronavirus (COVID-19), as we prepare to ease some of the restrictions while keeping Australians safe.

- Our testing regime, already one of the best in the world, is being extended so we can identify any outbreaks early.

- Our health authorities have shown how quickly they can move to contain an outbreak.

- The third fundamental element in helping to keep Australians safe is being able to quickly contact people who may have unknowingly been in close contact with someone with coronavirus.

- Up to now, our health authorities have been chasing up these close contacts manually, relying on people's memories and the tireless investigative efforts of our 'disease detectives'. They've proven how well this manual process works. But it's a big ask of someone's memory, and it can take a long time – days, even weeks.

- The slower the process, the more chance of someone spreading the virus unknowingly, the more chance that people's health and lives are put at risk, and the longer the restrictions on our community will need to be in place.

- The new COVIDSafe app uses technology to speed up the process of finding people who have been in contact with someone with COVID-19.

- When you download the app, you just need to provide your name, mobile number, age and postcode. The system then creates a unique code just for you.

- The app operates in the background on your phone. It automatically recognises if you're less than 1.5 metres away from another app user for 15 minutes or more. It then exchanges your encrypted codes and records the time and duration of the contact. [NG2]

- The contact data is encrypted and stored in the app on your phone. No-one can access it, not even you, unless you are diagnosed with COVID-19.

- When someone is diagnosed, they ~~can choose to give~~provide state and territory health authorities access to the contact data in the app on their phone as part of the usual process.

- Health authorities will use it to speed up their current manual process, enabling them to let you know you may have been exposed to virus much more quickly, precisely and effectively.

- They'll let you know what to look out for, how and when to get tested, and how to protect yourself and your family.

- The app is solely about health – and, specifically, COVID-19.

- The app only records close contacts. It does not record an individual's location or movements.

- The app cannot be used to enforce quarantine restrictions or for any other law enforcement purposes. It cannot be used for any purpose other than health protection.

- The COVIDSafe app is a tool – a public health tool to help health officials contact people who may have been put at risk by being in close contact with someone who has contracted coronavirus.

- Every Australian will be safer when health officials are able to contact people more quickly if they have been exposed to coronavirus. The faster they can get to people, the lower the risk of those people infecting others.

- Information collected by the app stays in your phone unless you are diagnosed with COVID-19 and you ~~give permission~~send it to health authorities ~~to upload the contact information to~~through a highly restricted, secure data store. The Commonwealth Government will have no access to this data.

- Users must keep the app open for it to work on their phone.[EC3]

- They can delete the app from their phone at any time.

- At the end of the pandemic, the user will be prompted to delete the app from their phone. This will delete all data from your phone. The information in the secure data store will be destroyed at the end of the pandemic.

Hi Wendy

Here is an event brief and talking points for tomorrow based on the information we currently have.

A couple of dot points included on the Singapore app – ours is actually very similar.

The talking points in this brief are closely aligned to the language in the FAQ. The talking points we sent up with the media releases are more aligned to what the research says the narrative needs to be. (Both are factually correct as per the FAQ.)

Regards

Rachel

Australian Government
Department of Health

To: Minister Hunt

Subject: Launch of the COVIDSafe App

Date / Time: Sunday, 26 April 2020 at 3.00pm

Location: Parliament House

Purpose: To launch the COVIDSafe App

Key attendees/speakers:
- The Prime Minister, Scott Morrison
- The Minister for Government Services, Stuart Robert
- (name) AMA
- (name) Australian College of Nursing

Key matters:

- The COVIDSafe app is a tool to help contain the spread of coronavirus.
- It will be launched on 26 April 2020.
- Australians will be encourage to download the app to help speed up the process of finding people who have had close contact with a person with coronavirus.
- A public information campaign will commence on 26 April with television and radio advertisements to encourage Australians to download the app.

Facts and figures

- Research has shown that people are inclined to use the app to:
  - help protect themselves and their families
  - help lift social distancing restrictions in place.
- $36m has been committed to date for a national public information campaign on coronavirus. A media buy commenced on 13 March with a budget of $30 million through to the beginning of May.

s47C, s47E(d)

Sensitivities/contentious issues:

- The COVIDSafe app has already received extensive media coverage and misinformation around it being a tracking app has circulated widely in the Australian community.
- The public have concerns about their privacy and how the app will work – including how their information is stored and how government officials can use it.
- The public believe the app will use geo-location to track them and their contacts and have deep concerns about this. However, this is not a feature of the app.

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- Talking about the app in terms of tracing or tracking can frame the app in a negative way.
- Total clarity around how the app works, where the information is stored and when the app and its information will be deleted is needed to counter existing misperceptions.

Key messages to deliver include:

- COVIDSafe is a new tool, alongside testing and social distancing, to help stop the spread of coronavirus in Australia.
- It will help to keep Australians safe by speeding up the process of finding people who have been in contact with someone with coronavirus.
- The app is solely about health. It only notes contacts. It does not record location or movements.
- By downloading the app, you will protect yourself and your family.

Key endorsements of the app

1. Allied Health Professionals Australia
2. Australian College of Nursing
3. Australian College of Rural and Remote Medicine
4. Australian Medical Association
5. Australian Nursing and Midwifery Federation
6. Council of Presidents of Medical Colleges
7. National Aboriginal Community Controlled Health Organisations
8. Pharmacy Guild of Australia
9. Pharmaceutical Society of Australia
10. Royal Australasian College of Physicians
11. Royal Australian College of General Practitioners
12. Rural Doctors Association of Australia

ATTACHMENTS:

Attachment A   Talking points
Attachment B   Public information campaign detail

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Talking points

- The COVIDSafe app will help state and territory health officials to more quickly alert people who may have been exposed to coronavirus.
- These people will then be able to self-quarantine so they don't pass the virus on to others. They'll be told what to look out for, how, when and where to get tested, and how to protect themselves and their families.
- Created solely as a public health initiative, the app uses mobile phone technology to automate and improve the contact tracing that state and territory health officials are already doing manually.
- COVIDSafe is another way for Australians to play their part in slowing the spread of the virus. The more people who use the app, the more effective it will be.
- Use of the app will help us to move more quickly to reduce restrictions than would otherwise be possible.
- It's voluntary and it's free.

How it works

- A user downloads the app from one of the app stores, and enters their name, phone number, postcode, and age range. This information is uploaded to a highly secure data storage system and is used to generate an encrypted reference code.
- The app operates on a person's phone as they go about their day.
- It securely logs the encrypted reference codes of other app users, along with the date, time, distance and duration of the contact.
- COVIDSafe will never track your location.
- This contact information is encrypted and stored in the app on the user's phone. Not even the phone's owner can access it.
- The contact information is only stored in the app for 21 days. This period allows for the maximum 14 day incubation period and the time it takes to confirm a positive test result. Information older than 21 days in the app is automatically deleted.
- It can only be accessed by state and territory health officials if the user is diagnosed with COVID-19 and gives their permission for the app information to be used.
- Presently, finding people who may have been exposed to the virus relies on people being able to recall who they have been around and knowing the details of every individual they have been in close contact with.
- COVIDSafe make this process faster and more accurate.
- With the infected person's permission, the state and territory health officials use the contact information from the app to locate and phone people who have been in contact with the infected person.
- For the app to work, it must be running in the background on your phone. Other apps can be used at the same time.

Privacy and security

- COVIDSafe has been developed to ensure your information and privacy is strictly protected.

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- You can delete the app and all the app information from your phone at any time.
- The app only uses the information that's needed to identify close contacts and allow health officials to contact them so they can quickly self-quarantine and/or seek medical attention.
- The contact information on the phone is not accessible by anyone, unless the user is diagnosed with coronavirus and chooses to upload the information so state and territory health officials can use it.
- The app does not record an individual's location or movements.
- The app cannot be used to enforce quarantine or isolation restrictions or any other laws.
- Australians' privacy is protected by a Determination under the Biosecurity Act, issued by the Health Minister. The Determination will protect people's privacy and restrict access to app data to state and territory health authorities for contact tracing.
- It will be a criminal offence to use any app data in any other way.
- Other agencies, including law enforcement, will not be able to access the information unless investigating misuse of that information itself.
- These provisions will be enshrined in legislation when Parliament returns in May.
- The app also has a range of privacy and security safeguards built in, including no collection of geolocation data and secure encryption.
- An independently developed Privacy Impact Assessment detailing the App's compliance with the Privacy Act and Australian Privacy Principles will be publicly available on launch of the app.
- When the pandemic ends here in Australia, users will be prompted to delete the COVIDSafe app from their phone. This will delete all app information on a person's phone. The information in the highly secure information storage system will also be destroyed at the end of the pandemic.

If asked
- COVIDSafe is the only app that has been developed by the Australian Government to ensure your information and privacy are protected. Other contact tracing apps available do not have the support of the Australian Government.
- You may have heard that we have used Singapore's contact tracing app. That's not entirely true. Singapore offered to help by providing some of the code they used to build their app – that is the technology used to create apps.
- We have used some of their code to help build our app faster, but our app is Australian based and we have built it for Australians.
- We have also made improvements to our app. Working with Apple and Google we have improved the way Bluetooth works while other apps, such as Spotify, are running – which was one of the problems Singapore experienced.
- Apple and Google are not releasing a contact tracing app.
- They are releasing features to the operating systems of their mobile devices that will allow governments to provide an app with better capabilities.
- The features that Apple and Google are building will not be available until mid-May 2020. Once released, these features will improve the Bluetooth operation of the app.

Public information campaign detail

A national campaign including advertising is providing timely, factual information to the public, and the health and aged care industries. This ensures they are aware of the latest health and medical advice and the measures in place to limit the impact of coronavirus.

It enables individuals and families to make informed decisions about travel and work, take up health recommendations and to have confidence in the capacity of the health care system to manage the response.

- Total budget commitment as at 25 April is $36m.
- The media buy started on 13 March with a budget of $30 million through to the beginning of May.

s47C, s47E(d)

- The media channels include television, press and radio (including mainstream, Indigenous and culturally and linguistically diverse audiences), out of home and digital/online (video, display, mobile, social).

s47C, s47E(d)

- A comprehensive range of communication activity including almost daily media conferences plus social media posts, videos, webinars, newsletters, translations for Australians from non-English speaking backgrounds and community based messaging for Aboriginal and Torres Strait Islander people complements the media campaign.

From:	EDWARDS, Caroline	
To:	s47F	
Cc:	Rishniw, Tania; FIELD, Bronwyn; KEYS, Daniel; McBride, Paul; Corona Comms	
Subject:	RE: COVID safe App now live [SEC=OFFICIAL]	
Date:	Monday, 27 April 2020 12:02:02 PM	
Attachments:	Talking points 26042020 Final.docx	
	image001.png	

A fact sheet on the App

C

Acting Secretary
Australian Government Department of Health
T: 02.6289 4000 | Location: Level 14, Scarborough House
PO Box 9848, Canberra ACT 2601, Australia
EA: Lenka Peraic 02 6289 8401

From: EDWARDS, Caroline

Sent: Sunday, 26 April 2020 3:08 PM

To: s47F

s47F

Cc: Rishniw, Tania ; FIELD, Bronwyn ; KEYS, Daniel ; McBride, Paul

Subject: COVID safe App now live [SEC=OFFICIAL]

Dear colleagues

Further to our conversations over the last couple of weeks, I can confirm that the COVIDSafe App was launched this afternoon and will be available for registration later this afternoon.

As discussed it collects very limited data about close contacts which will be accessed by state and territory health authorities for the purpose of contact tracing of a confirm case. That access will be permitted once arrangements with you to confirm the limited purpose are in finalised.

Minister Hunt has made a determination under the Biosecurity Declaration which is in force to enforce the privacy restrictions pending legislation which will be presented the Parliament at the first opportunity.

Happy to discuss individually or as a group as needed.

Caroline

Acting Secretary
Australian Government Department of Health
T: 02.6289 4000 | Location: Level 14, Scarborough House
PO Box 9848, Canberra ACT 2601, Australia
EA: Lenka Peraic 02 6289 8401

Talking points

- COVIDSafe is a new tool, alongside testing and social distancing, to help stop the spread of coronavirus in Australia.
- COVIDSafe is another way for Australians to play their part in slowing the spread of the virus.
- Testing, responding to outbreaks, and notifying people who may have been exposed to COVID-19 are the three key criteria to be met before current restrictions can be eased.
- COVIDSafe supports quicker and more thorough tracing and response.
- It will help to keep Australians safe by speeding up the process of notifying people who have been in contact with someone with coronavirus.
- State and territory health officials will contact people to let them know they may have been exposed and provide advice about:
    - what to look out for
    - whether they need to quarantine
    - how, when and where to get tested, and
    - how to protect themselves and their families.
- The app is solely about health. It only notes the people you come into contact with. It does not record location or movements.
- Created solely as a public health initiative, the app uses mobile phone technology to automate and improve the contact tracing that state and territory health officials are already doing manually.
- By downloading the app, you will protect yourself, your family and your community.
- The more people who use the app, the more effective it will be.
- Use of the app will help us to move more quickly to reduce restrictions than would otherwise be possible.
- It's voluntary and it's free.

How it works

- A user downloads the COVIDSafe app from one of the app stores, and enters their name, phone number, postcode, and age range. This information is uploaded to a highly secure data storage system and is used to generate an encrypted reference code.
- The app operates on a person's phone as they go about their day-to-day activities.
- It securely logs the encrypted reference codes of other app users, along with the date, time, distance and duration of the contact.
- COVIDSafe will never track your location.
- This contact information is encrypted and stored in the app on the user's phone. Not even the phone's owner can access it.
- The contact information is only stored in the app for 21 days. This period allows for the maximum 14-day incubation period and the time it takes to confirm a positive test result. Information older than 21 days in the app is automatically deleted.
- It can only be accessed by state and territory health officials if the user is diagnosed with COVID-19 and gives their permission for the app information to be used.
- Without the app, finding people who may have been exposed to the virus relies on people being able to recall who they have been around and knowing the details of every individual they have been in close contact with.
- COVIDSafe makes this process faster and more accurate.

- With the infected person's permission, the state and territory health officials use the contact information from the app helps to locate and notify people who have been in contact with the infected person.
- When this happens the data is uploaded to a highly secure information storage system.
- For the app to work, it must be running in the background on your phone and with Bluetooth activated. Other apps can be used at the same time.

Privacy and security

- COVIDSafe has been developed to ensure your information and privacy is strictly protected.
- You can delete the app and all the app information from your phone at any time.
- The app only uses the information that's needed to identify close contacts and allow health officials to contact them and provide advice.
- The contact information on the phone is not accessible by anyone, unless the user is diagnosed with coronavirus and chooses to upload the information so state and territory health officials can use it notify people who may be at risk.
- The app does not record an individual's location or movements.
- The app cannot be used to enforce quarantine or isolation restrictions or any other laws.
- Australians' privacy is protected by a Determination under the *Biosecurity Act*, issued by the Health Minister. The Determination will protect people's privacy and restrict access to app data to state and territory health authorities for contact tracing.
- It will be a criminal offence to use any app data in any other way.
- Other agencies, including those in law enforcement, will not be able to access the information unless investigating misuse of that information itself.
- These provisions will be enshrined in legislation when Parliament returns in May.
- The app also has a range of privacy and security safeguards built in, including no collection of geolocation data and secure encryption.
- An independently developed Privacy Impact Assessment detailing the app's compliance with the *Privacy Act* and Australian Privacy Principles is publicly available.
- When the pandemic ends here in Australia, users will be prompted to delete the COVIDSafe app from their phone. This will delete all app information on a person's phone. The information in the highly secure information storage system will also be destroyed at the end of the pandemic.

CORONAVIRUS CONTACT APP FAQS

This Q&A provides details about the coronavirus contact app that has been developed to support our health response to the virus. The app has been created solely as a public health initiative and will allow state and territory health officials to automate and improve what is already done manually.

Why does Australia need a contact app?

- The app will help keep you, your family and your community safe from further spread of coronavirus through early notification of possible exposure.
- It will be one of the tools we will use to help protect the health of the community by quickly alerting people who may be at risk of having contact with the virus.
- Use of the app will help us to move more quickly to reduce restrictions than would otherwise be possible.

What will the app do?

- The contact app will allow health officials to tell you if you have come into close contact with someone who is diagnosed with COVID-19 (coronavirus).
- If you become infected with coronavirus, the app will assist health officials to notify people you have been in close contact with so they can self-quarantine and get tested.
- This will speed up current manual processes and make it quicker to stop the spread of the virus, particularly if restrictions are eased.
- The app operates on a person's phone as they go about their day.
- It securely logs the encrypted reference codes of devices of other people who are using the app who have been in close proximity to you.
- The close contact information can only be accessed by relevant health officials if there has been a positive case to help alert those who may need to be tested.
- The app will never track your location.

Why should I use the contact app?

- Receiving early notification that you may have been exposed to coronavirus means you can be tested or go into quarantine so your health and others' is protected.
- Without the assistance of technology, finding people who may have been exposed to the virus relies on people being able to recall who they have been around and knowing the details of every individual they have been in close contact with. In many cases, we don't know the names and contact details of those we've been in close contact with (for example, at the supermarket or on the train).
- The contact app uses technology to make this process faster and more accurate.
- The contact app has been developed to ensure your information and privacy is strictly protected.

Do I have to use the contact app?

- No. Its use is entirely voluntary, but using it will help save lives.
- For the App to work, it must be running in the background on your phone. Other apps can be used at the same time.

- <u>You can delete the app from your phone at any time</u>. This will delete all the app information from your phone.
- At the end of the Australian pandemic, users will be prompted to delete the app from their phone. This will delete all app information on a person's phone. The information contained on the highly secure information storage system will also be destroyed at the end of the pandemic.

How will the contact app work?

- A user voluntarily downloads the app from the app store. The user registers to use the app by entering a name, phone number and postcode, and selecting their age range. They will receive a confirmation SMS text message to complete the installation of the app. On the basis of this information, an encrypted reference code is generated for the app on that phone. That code is changed every 2 hours to make it even more secure.
- The app uses Bluetooth to look for other devices that have the app installed. It takes a note when that occurs, securely logging the other users' encrypted reference code. The date and time, distance and duration of the contact are generated on the user's phone and also recorded. <u>The location is not recorded</u>.
- This information is securely encrypted and stored on the phone.
- The app uses a rolling 21 day window to allow for the maximum 14 day incubation period, and the time taken to confirm a positive test result. The rolling 21 day window allows the app to continuously note only those user contacts that occur during the coronavirus incubation window. Contacts that occurred outside of the 21 day window are automatically deleted from the user's phone.
- The contact information on the phone is not accessible by anyone (including the user of the phone), until the user is diagnosed with coronavirus and they upload the contact information to a highly secure information storage system.
- The uploaded information enables state or territory health officials to contact the user and close contacts to provide advice on actions they should take to manage their health.
- This cycle continues if a user of the app who was a close contact subsequently tests positive.

If a user receives a close contact notification, will they be advised who the contact was?

- No. This will operate in the same way as existing contact processes run by State and Territory health officials.
- A phone call will be made to users who have had close contact with another user once that user is independently confirmed as having COVID-19. This phone call will be made by State or Territory health officials.
- Close contact information is only available to State and Territory health officials once a user is confirmed as coronavirus positive, and the user securely uploads the information stored on their phone.
- These calls will only be made to close contacts that have occurred in the 21 days before the information has been uploaded. This early notification allows users to quickly self-quarantine and seek medical attention.

Who is a "close contact" for notification purposes?

- State and Territory public health officials will have the contact information for other users who have been within approximately 1.5 metres of the infected user for 15 minutes or more.

2

How does the app know a "close contact" has occurred?

- When two (or more) app users come into close proximity their phones exchange Bluetooth signals and make a series of 'digital handshakes'.
- The app records the encrypted reference code, time and proximity of two users, through the strength of the Bluetooth signals. This allows the approximate distance between the users and the duration the contact occurred to be determined once the data is uploaded to the highly secure information storage system.
- The proximity for a close contact is approximately 1.5 metres, for a period of 15 minutes or more.
- To be effective, users should have the app running in the background of their phone whenever they are coming into contact with people. Users of the app will receive daily notifications to ensure the app is running.

Why does the app only notify close contacts in the last 21 days?

- The average incubation period for someone who contracts COVID-19 is typically 5 to 6 days, however the World Health Organization currently estimate that the incubation period can be up to 14 days.
- The app uses a rolling 21 day window to allow for the maximum 14 day incubation period, and the time taken to confirm a positive test result.
- The rolling 21 day window allows the app to continuously monitor only those user contacts that occur during the coronavirus incubation window.
- Contacts that occurred outside of the 21 day window are automatically deleted from the user's phone.

Is there a risk that people may report false positives?

- Information collected by the app that is uploaded to the highly secure information storage system will only be accessed by state and territory health officials once a user has a positive diagnosis. This positive diagnosis must be verified by health officials.

What information is captured by the contact app?

- The app only uses the information that's needed to alert close contacts and allow health officials to make contact with them.
- This information is only the encrypted reference code, date, time, duration and proximity of contacts.
- At registration, the user provides their name, phone number and postcode, and selects their age range, which generates an encrypted code
- All further information about contacts collected by the app is encrypted and stored within the app on the phone. Users cannot access contact information stored on their phone.
- If the user deletes the app, all contact information is deleted.
- The contact information on the phone is not accessible by anyone, unless the user is diagnosed with coronavirus and they upload the contact information to a highly secure information storage system.

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Can the app be used to track a user or contact?

- No. It does not record an individual's location or movements. The app only records that a contact occurred to allow health officials to contact those users to enable them to quickly self-quarantine and/or seek medical attention.
- The app cannot be used to enforce quarantine or isolation restrictions or any other laws.
- Commonwealth and state/territory law enforcement agencies will not be allowed to access any information from the app, unless investigating misuse of that information itself.

Why does the app ask for your mobile phone number?

- A mobile number is needed to activate an account and to allow health officials to contact you if they need to.

Can a user or health official view the information stored on the phone including the contact log?

- No. All information that is stored on the phone is digitally encrypted and cannot be accessed or viewed by any users or health officials.
- Contact information older than 21 days on your phone is automatically deleted.

How will the information be stored?

- When a person registers the app, a name, verified mobile number, age range and postcode are registered and encrypted on the highly secure information storage system. They are provided an encrypted hash code, which is the only data shared as part of the Bluetooth 'digital handshake'.
- The digital handshakes collected by the contact app are stored locally on the user's phone.
- Contact information only leaves the users phone if the user is diagnosed as having coronavirus.
- Contacts that are older than 21 days are automatically deleted from the phone.
- The information is uploaded to a highly secure information storage system. Only authorised state and territory health officials will have access to the contact information. State and territory health officials will only have access to view the contact information collected by people from their state or territory diagnosed with COVID-19.
- In accessing and using the uploaded data, health officials will be required to comply with the Australian Privacy Principles and all applicable data protection and information security obligations. It will only be able to be used for alerting individuals if they have come into contact with a person who has contracted coronavirus.

How does this new app relate to the Australian Government Coronavirus App and WhatsApp service?

- The app is a separate, new app. Its sole purpose is to improve the ability of health officials to quickly alert and contain virus outbreaks in the community.
- The Australian Government Coronavirus App and WhatsApp services are information services. They were developed to ensure the community has access to timely and accurate information about coronavirus.

How does the contact app relate to other contact apps that have been released?

- This app is the only contact app that has been developed by the Australian Government Department of Health to ensure your data and privacy are protected.

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- Other contact apps do not have the support of the Australian Government.

How is my privacy going to be protected?

- The Health Minister has issued a Determination under the Biosecurity Act to protect people's privacy and restrict access to app data to state and territory health authorities for contact tracing.
- It will be a criminal offence to use any app data in any other way.
- Other agencies, including law enforcement, will not be able to access the information unless investigating misuse of that information itself.
- These provisions will be enshrined in legislation when Parliament returns in May.
- The app also has a range of privacy and security safeguards built in, including no collection of geolocation data and secure encryption.
- An independently developed Privacy Impact Assessment detailing the App's compliance with the Privacy Act and Australian Privacy Principles has been made publicly available.

Will legislation be required for the app to operate, or for individuals' privacy to be protected?

- No. Use of the app is voluntary.
- Collection and use of information from the app is consent based and consistent with the Privacy Act and Australian Privacy Principles.
- To further strengthen the app's privacy arrangements the Health Minister made a Determination under the Biosecurity Act to protect people's privacy and restrict access to app data to state and territory health authorities for contact tracing.
- Under that Determination, it will be a criminal offence to use any app data in any other way. It will also be a criminal offence for someone to be refused to enter a premises, participate in an event or receive a service for failing to use the app.
- These provisions will also be enshrined in legislation when Parliament returns in May.

What information is being collected and what is not being collected?

- Information collected includes registration information, contact information and app logs:
  - Information collected at registration includes name, mobile number, age range and post code;
  - Contact information includes encrypted reference code, date and time, proximity and duration of contact; and,
  - App logs include app performance and troubleshooting data, including errors if any.
- The app does not collect any other additional information, such as location information, movement information etc.

What consequences are there if a person using the app tests positive for COVID-19 but then refuses to provide consent to upload their data?

- As is currently the case, people that test positive for COVID-19 will be required by state or territory health officials to provide their contact information.
- The app is a more efficient and faster way of doing that, and can provide additional information of contacts that they may not know, such as the person standing next to them at the supermarket.
- Whether or not they use the app information, they will still have to go through the current process of recalling all their recent contacts and providing that to their state or territory health officials. The app adds to this process and makes it quicker.

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Technical Aspects:

- The app will perform digital handshakes with all other contact apps in Bluetooth range.
- The app records Bluetooth signal strength to allow approximation of distance.
- The app will poll every minute for new connections and to record the duration of existing connections.
- This digital handshake information, which does not include any identifiable data, is all recorded on the phone. It is uploaded to the highly secure information storage system when consent is given by a positively diagnosed user.
- A filtering process on the highly secure information storage system separates information that meets the close contact requirements and makes it available to the relevant state and territory health officials.

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